



# Virginia Department of Health Professions

## Applicant Satisfaction Survey

### Quarterly Summary

Quarter 1 - Fiscal Year 2019

Applicant Satisfaction Surveys are sent to all applicants, and includes seven categories for which applicants rate their satisfaction on a scale from one to four, one and two being degrees of satisfaction, three and four being degrees of dissatisfaction. This report calculates the percentage of total responses falling into the approval range. "N/A" indicates that no response was received for that board during the specified timeframe.

Quarter Date Ranges	
Quarter 1	July 01 - September 30
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Quarter 3	January 1 - March 31
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												CURRENT
Board	Q2 2016	Q3 2016	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017	Q1 2018	Q2 2018	Q3 2018	Q4 2018	Q1 2019
<b>Audiology/Speech Pathology</b>	100.0%	N/A	100.0%	100.0%	83.3%	33.3%	97.8%	100.0%	90.0%	28.6%	57.1%	92.9%
<b>Counseling</b>	83.3%	100.0%	77.3%	100.0%	81.7%	88.7%	94.0%	92.0%	85.9%	87.7%	98.3%	92.7%
<b>Dentistry</b>	83.3%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	96.8%	97.4%	72.2%	93.2%	81.8%
<b>Funeral Directing</b>	100.0%	N/A	N/A	100.0%	100.0%	88.9%	100.0%	100.0%	N/A	N/A	100.0%	100.0%
<b>Long Term Care Administrator</b>	100.0%	N/A	100.0%	100.0%	100.0%	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>Medicine</b>	80.6%	89.2%	84.8%	86.2%	85.2%	86.3%	88.3%	88.4%	88.2%	89.4%	83.4%	90.5%
<b>Nurse Aide</b>	98.2%	100.0%	92.9%	90.5%	100.0%	96.8%	88.9%	100.0%	89.5%	88.2%	98.3%	98.3%
<b>Nursing</b>	86.7%	82.5%	73.3%	71.5%	74.3%	76.6%	86.7%	83.2%	89.1%	91.0%	87.3%	86.4%
<b>Optometry</b>	N/A	N/A	N/A	100.0%	100.0%	N/A	100.0%	100.0%	N/A	100.0%	100.0%	100.0%
<b>Pharmacy</b>	98.9%	N/A	99.1%	98.2%	100.0%	97.7%	98.4%	97.2%	93.2%	100.0%	99.5%	93.0%
<b>Physical Therapy</b>	89.7%	N/A	100.0%	97.5%	100.0%	100.0%	98.9%	97.3%	100.0%	86.8%	100.0%	97.2%
<b>Psychology</b>	93.2%	100.0%	100.0%	64.3%	91.7%	94.7%	94.9%	98.1%	91.2%	92.0%	89.6%	87.8%
<b>Social Work</b>	94.4%	N/A	100.0%	97.2%	100.0%	91.2%	91.7%	91.1%	92.7%	93.1%	81.7%	82.3%
<b>Veterinary Medicine</b>	N/A	N/A	100.0%	100.0%	100.0%	100.0%	100.0%	87.3%	100.0%	100.0%	84.6%	84.8%
<b>AGENCY</b>	88.1%	85.0%	84.6%	80.4%	86.0%	85.2%	90.1%	89.3%	90.0%	90.9%	91.2%	89.4%



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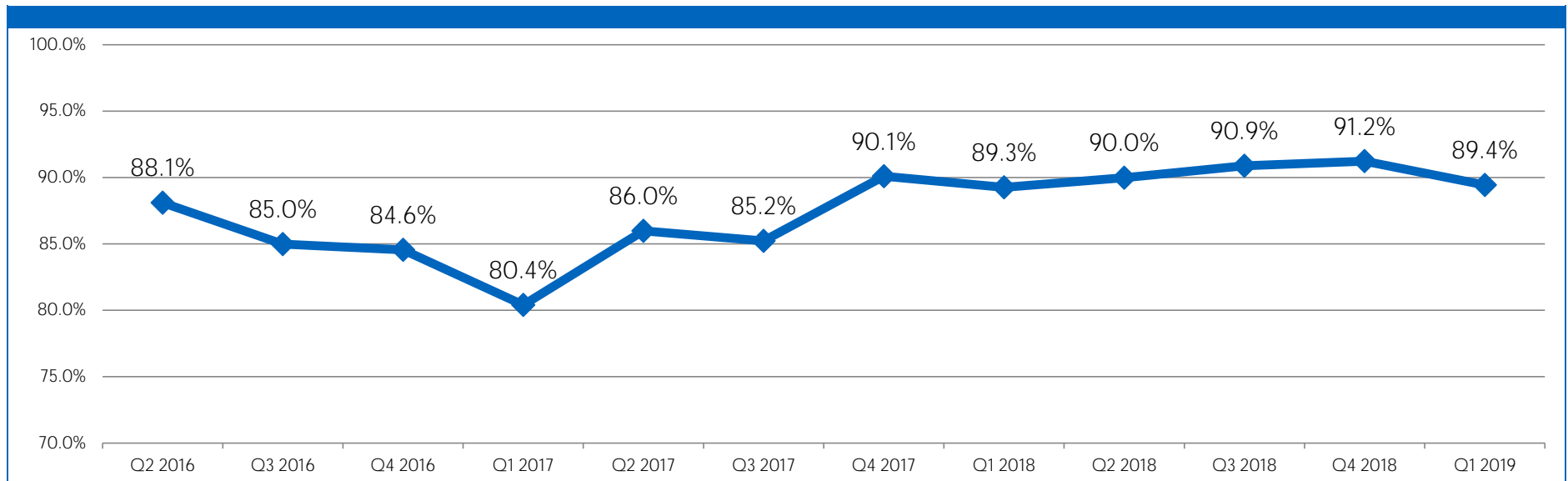
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Board	FY 2014	Change Between FY15 & FY14	FY 2015	Change Between FY16 & FY15	FY 2016	Change Between FY16 & FY17	FY 2017	Change Between FY17 & FY18	FY 2018
Audiology/Speech Pathology	94.0%	-7.6%	86.9%	1.7%	88.3%	2.4%	90.5%	-4.8%	86.1%
Counseling	84.9%	-1.1%	83.9%	-4.5%	80.2%	7.7%	86.4%	8.2%	93.4%
Dentistry	91.8%	0.3%	92.1%	3.5%	95.4%	4.9%	100.0%	-6.1%	93.9%
Funeral Directing	97.0%	1.4%	98.3%	-5.1%	93.3%	3.8%	96.9%	3.2%	100.0%
Long Term Care Administrator	98.5%	-0.5%	98.0%	2.0%	100.0%	0.0%	100.0%	0.0%	100.0%
Medicine	92.0%	-3.3%	89.0%	-6.5%	83.2%	4.8%	87.2%	0.0%	87.2%
Nurse Aide	98.3%	-1.0%	97.3%	-0.1%	97.3%	-3.9%	93.5%	1.2%	94.6%
Nursing	94.9%	1.2%	96.0%	-11.1%	85.4%	-9.1%	77.6%	11.5%	86.5%
Optometry	100.0%	-8.3%	91.7%	9.1%	100.0%	0.0%	100.0%	0.0%	100.0%
Pharmacy	98.0%	1.0%	98.9%	-1.5%	97.5%	1.1%	98.5%	-0.8%	97.7%
Physical Therapy	97.2%	-0.9%	96.3%	-0.9%	95.4%	3.5%	98.8%	-2.4%	96.4%
Psychology	91.5%	-8.3%	83.9%	7.7%	90.4%	-3.5%	87.2%	5.9%	92.3%
Social Work	89.1%	3.1%	91.9%	2.8%	94.4%	-1.3%	93.2%	-3.5%	89.9%
Veterinary Medicine	99.3%	-4.0%	95.4%	4.9%	100.0%	0.0%	100.0%	-10.6%	89.4%
Agency Total	94.3%	-0.6%	93.8%	-6.3%	87.9%	-2.0%	86.1%	4.9%	90.2%



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